

JOB DESCRIPTION: 911 DIRECTOR BRANCH COUNTY 2021

General Summary:

Under the general supervision of the County Administrator, with direction provided by the Central Dispatch Policy Board, directs an enhanced 911 emergency telephone system and centralized dispatch center responsible for dispatching all police, fire and emergency medical services within the County. Responsible for all administrative functions of the department including financial and personnel management and preparation and administration of the budget. Develops, implements, and administers applicable policies and procedures, as well as necessary staff training programs. Responsible for resolving issues and ensuring that critical services are provided efficiently and effectively.

Competencies:

Listed under competencies are the essential functions of the position. *(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.)*

Technical Competencies:

1. Oversees the daily operations of the dispatch center, as well as development, administration of and compliance with operational procedures, policies, programs, goals and objectives which are consistent with the best standards and practices.
2. Maintains an awareness of the respective needs of agencies and departments, enabling the dispatch center to be responsive and effective in the delivery of services. Works through the 911 Board to resolve inter-agency operational issues, complaints and inquiries regarding dispatch operations in a timely manner.
3. Ensures department members are meeting on a regular basis to improve service and resolve issues.
4. Continuously monitors and evaluates the efficiency of the department's systems, programs, equipment and services, including analyzing speed, accuracy, and conformity to standards, recommending and/or implementing changes as appropriate. Keeps abreast of state and federal requirements and recommendations regarding emergency communications, and develops standard operating procedures to assure compliance.
5. Develops long-range financial and capital plans. Drafts and presents the department budget. Administers and monitors the department revenues and expenditures to ensure compliance.
6. Ensures all equipment is properly operated and maintained, including managing maintenance agreements with vendors. Is responsible for inventory of communications equipment and computer systems, networks and associated technology.

7. In cooperation with Human Resources, makes hiring, termination and disciplinary decision; provides counseling, re-training and performance improvement plans in accordance with the terms of bargaining agreements and applicable policies.
8. Develops and plans department training and response drills as required, in conjunction with other emergency services.
9. Represents the County on various local and state-wide boards and with associations. Educates citizen and civic groups to explain services and funding structure.
10. Coordinates and assists with special projects and other duties as assigned.

Leadership Competencies:

1. Promotes and fosters an innovative environment encouraging transparency, accountability, feedback, open discussion and idea sharing.
2. Supports and develops an engaged, team-based environment, empowers others and delegates effectively.
3. Develops and grows others.
4. Uses appropriate interpersonal styles and methods to guide individuals or groups toward achieving results.
5. Engages and collaborates locally and regionally with all stakeholders.
6. Seeks and implements innovative solutions that are efficient and cost effective.
7. Sets benchmarks and metrics to ensure goals are met.

Financial Competencies:

1. Has the skill, knowledge, and ability to perform activities related to general accounting and fiscal management practices. Maintains fiscal integrity by adhering to sound governmental budgeting practices which are in compliance with relevant County and external requirements.
2. Able to review and analyze financial reports, forms and data and recommend and/or carry out necessary actions.
3. Allocates and uses resources properly.

Management Competencies:

1. Originates, develops, and proposes solutions and/or strategies for continuous improvement of County operations including evaluating/assessing priorities based on organizational needs.
2. Stays informed of emerging technologies, new trends and innovations.
3. Able to analyze and interpret legal documents, laws, regulations and other complex written documents.
4. Motivates, trains, and develops a diverse workforce and provides an environment conducive to achievement and growth.
5. Manages a variety of responsibilities in a timely, efficient manner.

Ethical Competencies:

1. Models the organizational values of Respect, Integrity, Commitment and Honesty.
2. Shares complete and accurate information. Maintains confidentiality.
3. Adheres to organizational policies and procedures.

4. Maintains confidentiality where reasonable expectations exist.

Goals and Orientation Planning Competencies:

1. Establishes a course of action for self or others to accomplish specific goals.
2. Plans and organizes tasks and work responsibilities to achieve objectives. Sets priorities.
3. Schedules activities.

Communication Competencies:

1. Organizes and delivers information appropriately.
2. Listens actively.
3. Communicates clear expectations and direction.
4. Communicates effectively, both verbally and in writing, with and in a diverse range of audiences and settings.
5. Possesses superior interpersonal communication and presentation skills.
6. Is able and willing to share and receive information.

Teamwork/Interpersonal Competencies:

1. Is able to interact with people effectively.
2. Cooperates within the group and across groups. Supports group decisions. Establishes productive, cooperative relationships with subordinates, peers and management.
3. Understand and responds to others' needs and priorities.
4. Negotiates and resolves sensitive and controversial issues.
5. Promotes cooperation within the department and in interactions with other departments. Values differences among team members and can manage work groups with diverse influences.

This may not be inclusive of the total scope of job functions to be performed. Duties and responsibilities may be added, deleted or modified at any time.

Employment Qualifications:

The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.

Education:

Associates degree in a related field. Experience or other certifications may be considered.

Experience:

Preferred director or leadership level experience, demonstrated experience in a government and/or public service environment. Minimum of five years of progressive responsibility in a supervisory role (team lead, shift supervisor) in a highly stressful environment, with two years as a Departmental Supervisor or administrative responsibility.

Employment Qualifications:

A Valid Vehicle Operator's License.

Emergency Medical Dispatch Certification. Within first 6 months.

Certification as a LEIN operator. Security awareness training immediately upon employment.

Experience and proficiency in Microsoft Office Suite applications.

Must relocate to an area within 25 miles of the Branch County 911 Center if accepted for this position within one year of employment.

The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related section or promotional criteria.

Certifications and Licenses:

Must have a valid driver's license and the ability to pass an extensive background investigation.

Physical Requirements:

Ability to access departmental files.

Ability to enter and retrieve information from computers.

Ability to access all locations of County government.

Ability to work long and irregular hours under high-pressure conditions.

A physical and drug screen is required for employment.

Working Conditions:

Works in office conditions, noise level is usually moderate.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Director of E-911 Communications Center describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Applicant/Employee Signature

Date

Print or type name